Service Definition

Service Name:

Cemplicity Surgical Site Infection Surveillance Service

Service Overview

Cemplicity Surgical Site Infection Surveillance Service is a digital service that supports post-operative SSI surveillance using patient-reported symptom data. It enables healthcare providers to identify potential surgical site infections after discharge, respond early to risk, and monitor infection trends across surgical services.

Service Scope

The service captures patient-reported indicators of surgical site infection at defined intervals following a procedure. Patients are invited to report symptoms remotely using validated questionnaires, allowing surveillance to continue once they have left the care setting.

Responses are analysed in real time to support timely clinical review, case management and aggregated surveillance reporting.

Key Features

- Post-operative SSI surveillance using validated symptom-based questionnaires
- Automated digital survey invitations via email and SMS
- Configurable surveillance periods, including 30-day and 90-day follow-up
- Real-time alerts when patient responses indicate potential infection
- Patient-level views to support clinical review and follow-up
- Aggregated reporting across procedures, sites and time periods
- Role-based dashboards for infection prevention and governance teams
- Integration with patient administration systems and electronic health records

How the service works

Patient details are securely transferred from the organisation’s patient administration system. Patients are automatically invited to report symptoms following surgery at configured time points.

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Responses are processed in real time and presented through the Cemplicity reporting portal. Where responses meet defined thresholds, alerts and workflow tools support timely review and investigation by clinical or infection prevention teams.

Service Benefits

- Earlier identification of potential surgical site infections after patient discharge
- Reduced reliance on in-person follow-up for SSI detection
- Improved consistency and completeness of SSI surveillance data
- Faster clinical response to deteriorating post-operative patient conditions
- Better visibility of SSI trends across procedures and services
- Supports regulatory reporting and infection control audit requirements
- Reduces manual workload for infection prevention and control teams
- Improves patient safety through proactive post-operative monitoring
- Enables targeted quality improvement initiatives to reduce infection rates
- Strengthens assurance and governance for surgical infection prevention

Users

The service is designed for use by:

- NHS and private hospitals
- Infection prevention and control teams
- Surgical services and clinical governance teams
- Organisations undertaking SSI surveillance and audit
- Providers required to support regulatory or mandated SSI reporting

Access is role-based to ensure appropriate visibility of patient-level and aggregated data.

What's included

- Configuration of SSI surveillance questionnaires
- Digital-first patient engagement via email and SMS

- Secure hosting and data management
- Integration with one patient record system
- Real-time alerts and workflow tools
- Role-based reporting and dashboards
- Ongoing support from Cemplicity's Customer Success team

Implementation and Onboarding

Cemplicity provides structured onboarding including programme design, system configuration, integration support and user training. The service can be adapted to different surgical pathways, surveillance timeframes and reporting requirements.

Security and Data Protection

The service is delivered as a cloud-hosted SaaS solution and is designed in line with ISO/IEC 27001 principles and NHS Digital Technology Assessment Criteria (DTAC).

Key security controls include:

- Encryption of data in transit and at rest
- Role-based access controls and least-privilege access
- Secure authentication and audit logging
- Supplier-managed configuration and change controls

Data is hosted within the UK and managed in accordance with NHS information governance requirements.

Service Availability and Resilience

The service is designed for high availability using a resilient cloud architecture hosted across multiple availability zones. Planned maintenance is scheduled outside UK core working hours where possible.

A monthly service availability target is defined in the contract, with service credits available if guaranteed levels are not met.

Support and Service Management

Standard support is included within the service subscription and is available during UK business hours via an online ticketing system. Incidents are prioritised based on impact and urgency.

Each buyer is assigned a dedicated account manager to support onboarding, service operation and ongoing optimisation.

Enhanced support options are available by agreement.

Customisation

The service can be configured during implementation, including survey instruments, schedules, reporting views and alert thresholds. Once live, changes are managed through agreed change processes to maintain data quality, comparability and service stability.

Data Export and Offboarding

Buyers can request secure exports of their data during the contract term or at contract end. Data is provided in common machine-readable formats. At contract end, the service is decommissioned and data is retained or securely deleted in line with contractual and governance requirements.

Pricing

Pricing is based on the agreed service configuration, scale of use and contract term. The subscription includes hosting, standard support, maintenance and platform updates. Optional services are priced separately and agreed in advance.

Service Constraints

The service requires internet access and use of a supported web browser. Integration with local systems depends on the availability of suitable interfaces or data extracts from the buyer.

Compliance

The service is designed to align with relevant UK public sector and NHS requirements, including G-Cloud 15 guidance, NHS DTAC, UK GDPR and WCAG 2.2 AA accessibility standards.

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